

DEPARTMENT OF ADMINISTRATIVE SERVICES JOB OPPORTUNITY Information Technology Manager 1 PLATFORM SERVICES DIVISION

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: Agency Employees

Location: 101 East River Drive, East Hartford, CT

Job Posting No. 3810

Hours: Mon – Fri, 7:30 a.m. to 4:00 p.m. (40 Hr Work Week)

Salary: \$84,284 - \$119,518 (MP65/66) annual

Closing Date: November 1, 2013

The Department of Administrative Services is seeking a results-oriented team player with good organizational, communication and interpersonal skills for an ITM1 position assigned to the Bureau of Enterprise Systems and Technology/Platform Services Division in East Hartford. The duties of this position include but are not limited to, procuring Platform services, Data Center Infrastructure devices and peripherals through the state procurement system. Maintain the Data Center Infrastructure inventory, minor to major equipment field installations, CEN, DAS/BEST network monitoring and Help desk inquiries.

This is a mid-level managerial position with responsibility for direction and coordination of information technology services to agencies throughout the State. Duties include but are not limited to: planning, developing, organizing, controlling and managing various activities required in maintaining optimal levels in Data Center Infrastructure, Off-Prime Service Desk, Production Management, Tape library, Output Distributation and Automation in a 24 x 7 x 365 days per year operation.

The Data Center Infrastructure supporting equipment includes: Uninterrupted Power Supply, Wet Jar Batteries, Computer Room Air Conditioners, Automatic Transfer Switches, Generators, Fire Suppression and Detection. Manage the Off-Prime Service Desk coverage/support Monday through Sunday during State of Connecticut Closings, weekends and Holidays for customers such as; Department of Public Health, Department of Public Safety, Department of Emergency Management and Homeland Security etcetera. Oversee Production Management support regarding Batch scheduling for all of DAS/BEST Mainframe and Distributive service customers including public health and safety agencies, CORE-CT the state enterprise financial solution and all of Executive Branch and some Non-Executive Branch State Agencies. Manage the Tape Library which provides service for on-site daily activities and off-site disaster recovery for Tape Media accountability and business continuity. Testing software patches, upgrades and daily administrative functions. Assist in developing budgets, managing cost and resources. Working with users vendors to identify business requirements and solutions.

Preferred Skills: (sample)

- Proficient with Microsoft Office Outlook, Visio, Word, Access and Excel
- Working knowledge of Microsoft Project
- · Ability to handle personnel issues
- Working knowledge of Data Center Convergence
- Working knowledge of Data Center Automation

Knowledge, Skills, and Abilities:

Plan and Deploy for Business Results, which includes the ability to develop and implement business plans, IT plans, budget plans, and human resource plans in order to maximize budget allocations, technology, personnel and other resources to achieve agency and program goals.

- -Lead Change, which includes innovation, the ability to be a creative problem solver and a strategic thinker, and the ability to recognize and develop opportunities to grow and develop information technology services in response to customers and a changing work environment
- · Focus on Results and Quality, including exercising and promoting accountability, and the ability to analyze surveys, financial and other data, and use strategic planning and performance measurement techniques to continuously improve performance and maintain competitiveness
- · Understand Customers and Markets, which includes the ability to establish customer satisfaction and loyalty, forecast and conduct market analysis, keep ahead of industry trends and incorporate "best practices" into information technology operations.
- · Lead People, including the ability to resolve conflict, communicate effectively, coach and train employees, recognize performance, and foster diversity and teamwork.
- Build Coalitions, including the ability to explain and advocate facts and ideas in a convincing manner, to negotiate with individuals and groups internally and externally, to gain cooperation from others, and to identify the internal and external politics that impact the work of the organization.
- · Business Knowledge, including knowledge of the technical, professional, procedural and legal requirements of the specific information technology area.

General Experience:

1. LEVEL 1, 2, 3, and 4: Ten (10) years of experience in computer or network operations, production control, systems development, information technology analysis and planning.

Special Experience:

LEVEL 1: Three (3) years of the General Experience must have been in a lead capacity.

Note: For State Employees, this is interpreted to be at the level of an Information Technology Analyst 3.

Substitution Allowed:

- College training in computer science, management information systems or a closely related field may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling one half (1/2) year of experience to a maximum of four (4) years for a Bachelor's Degree.
 - 2. A Master's Degree in computer science, management information systems or a closely related field may be substituted for one (1) additional year of the General Experience.
 - 3. For the Information Technology Manager 1 level only, for State Employees, four (4) years of experience as a Computer Operations Supervisor may be substituted for the Special Experience.

Note: The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

Application Instructions: Interested and qualified candidates who meet the above requirements should submit a cover letter, a resume, a State Application (CT-HR12) for Employment, and the last two performance appraisals to:

DEPARTMENT OF ADMINISTRATIVE SERVICES
ATTENTION: LORRAINE VITTNER
101 EAST RIVER DRIVE
EAST HARTFORD, CT 06108
Fax# (860) 622-2617
lorraine.vittner@ct.gov

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.